

DMV's Roadsters Put Petal to the Metal

By Kelly Manning

The DMV Roadsters put the petal to the metal for the Special Olympics.

It was at a race karting challenge at the Lime Rock Park race course in Lakeville where they showed their stuff. Deputy Commissioner Anthony Portanova, Division Chiefs Lee Telke and Peter Rosso and Waterbury Branch Manager Robert Russo all donated their personal time to compete in a four-hour endurance race with mini racing cars.

"I love racing and it's even better when it's helping out the Special Olympics," Russo said. "Sometimes we forget how fortunate we are and it's great to help these kids who are less fortunate."

The rules of the road were left behind as these four men, each person having four 15-minute racing sessions, raced against 16 other teams.

"It was a cold, dreary, but highly entertaining, day at Lime Rock. Thanks to the efforts of DMV employees, a considerable sum of money was raised to benefit Special Olympics," Portanova said.

In only a week, employees around the agency raised \$2,624 through fundraisers and contributions to benefit the Special Olympics CT. The *Continued on page 5*



DMV Roadsters (from left) Peter Rosso, Lee Telke, Tony Portanova and Bob Russo get ready for a trip around the track.

Paula Hollis Is at Branch's Frontline

By Kelly Manning

Even though Paula Hollis is behind the scenes at the DMV, she is on the frontline of the Branch Operations Division.

As branch's "Right-Hand Woman," Hollis does everything from handling customer concerns to compiling weekly statistical reports.

"Paula is always willing to step up to the plate to make our lives in branch a little easier," Mary Lynch, division manager, said. "She is my go-to person."

Hollis, a motor vehicle examiner, has been working in the Branch Operations Division

Have a Heart to Walk for Charity

By Ann Marie Raymond

When the hot summer weather passes, would a walk in nice autumn breeze be heavenly?

On Sunday October 23, the employees of the DMV will get their chance to take that walk for charity! Patty Piscottano of the Chief Administrator's Office, Mary Lynch of Branch Operations and Cindy George of Human Resources recently attended a *Continued on page 5*

for the past nine of the 13 years she has been with the DMV.

Compiling statistics is one of Hollis's many duties. She produces weekly summary reports for each branch office. The data compiled includes customers' wait time, the number of license and registration transactions, camera operation reports and customer surveys.

"Paula wears many hats here in branch operations,"

Joe Ciotto, division manager, said.

Hollis also maintains the driver's license knowledge tests for the Juno machines (machines on which an applicant takes the knowledge tests), as well as the foreign language paper test. In addition to ordering supplies for the division and advertising holiday closings for the *Continued on page 5*

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Bridgeport Branch

Bridgeport office wishes to thank the staff of New Britain for lending them Paula Pinto and Trang Pham for the month of April to help cross train. They were excellent! Congratulations to Blair Diaz, daughter of Mikki Poole-Reid and to Michael Martinez, son of Kathy Martinez. Diaz and Martinez are graduating from high school. Diaz will be going to the University of Connecticut and Martinez to Naugatuck Community College.

Danbury Branch

On May 12, the Danbury branch had a kick-off summer barbeque. Hot dogs, hamburgers and turkey burgers were the main course. They also had salads and all the trimmings, along with all kinds of other goodies. Everyone had a great time.

Enfield Branch

Mother's Day was extra special for Charlotte Cardona. She found out she's going to be a grandma for the first time. Her son, Rich, and his wife, Kelly, wished her a "Happy Mother's Day" with the news. Judy Rollins' son, Russ, and his wife, Alison, just opened up a garage in Windsor Locks. This is a goal they have been working on for a very long time. Best of luck to them. Enfield has said goodbye to Paul Crumbie, the head examiner, who was transferred to Wethersfield effective

Around The Agency



Scott Finch of Customer Support Operations serves a hot dog during a recent picnic for employees at the Wethersfield building.

Marilyn Quayle has kept things afloat at the DMV boating capitol. The Love Boat sailed through this month with three weddings planned for employees' family members. After graduating from Valley Regional High School, Terry Stopa's daughter, Alyssa, will come back as a greeter for the

summer. She was a natural at it last year. Old Saybrook is glad to have Linda Peters return to work after the sudden loss of her fiancé, Kevin. Her daughter just graduated from Bentley College and has accepted a position at Lord & Taylor in New York City. Chris Davis and her husband vacationed in Washington, D.C. over Memorial Day weekend. They were especially moved by the Arlington National Cemetery and the Holocaust Museum. Kathy Ely and her husband vacationed along the beautiful Mississippi

coast in February. The office team recently celebrated their hard work throughout the year with a cookout and potluck lunch. It was well deserved.

Waterbury Branch

Examiner Specialist Lori Druan coordinates with Safe
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Commissioner's Column

Thanks for the Support of Special Olympics - A Tribute to DMV

Greetings to each of you.

I'd like to thank each of you for your support and contributions to the recent Special Olympics fundraisers. The DMV Roadsters showed their best and I'm proud of our group. Leading the race karting challenge at Lime Rock Park in Lakeville was Deputy Commissioner Tony Portanova. With him were Division Chiefs Lee Telke and Peter Rosso as well as Waterbury Branch Manager Robert Russo. They showed both their refined driving skills and ability to raise money for a worthy cause. Employees throughout the agency brought in a total of \$2,624 with a bake sale, a raffle and a dress-down day to sponsor the Roadsters. In addition, our Employee Recognition Committee also supported the event with a contribution.

Along with the Deputy Commissioners, I participated in an event called "Tip a Cop" at Coach's Sports Bar and Grill in downtown Hartford. We joined other law enforcement and state officials to wait tables with the restaurant staff. When the customers finished their meals, they were given an opportunity to make a donation to the Special Olympics. The event raised a grand total of \$3,124 during that evening of fun.

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**Commissioner
Ralph J. Carpenter**

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Roadcheck 2005 Is Success for CVSD

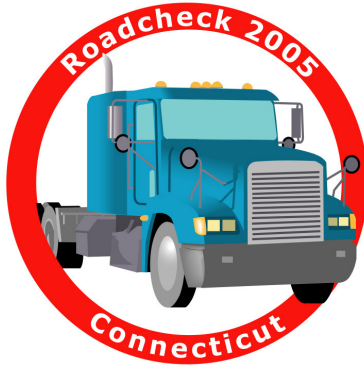
A three-day safety crackdown called Roadcheck 2005 - which ran June 7, 8, and 9 - targeted commercial trucks and buses found to be ignoring the extensive federal and state regulations for safely operating the large rigs on state highways. Both the DMV and the State Police undertook the get-tough enforcement action in various parts of the state during the around-the-clock operation.

"Safety is a top priority in Connecticut and at both agencies," said DMV Commissioner Ralph J. Carpenter. "We looked at these vehicles with a critical eye and we put out of service - on the spot - any in violation of the required safety regulations and laws," the Commissioner added.

Public Safety Commissioner Leonard C. Boyle noted, "The State Police continue to make Connecticut highways as safe as possible for all passenger and commercial traffic. The Roadcheck 2005 program plays a key role in removing dangerous trucks and busses from Connecticut roads. This inspection program enhances safety for all passenger and commercial vehicles using our roads and highways."

The Roadcheck 2005 enforcement coincided with a week-long national campaign sponsored by the federal Motor Carrier Safety Administration.

During Roadcheck 2005, State Police and DMV inspec-



tors used a checklist with nearly 200 items that are reviewed on each vehicle. Each full inspection of a vehicle takes about an hour to complete. Included in the checks are: proper tires; safely functioning brakes; systems for securing a load so that it stays in place while being transported; working lights and whether a driver has exceeded the number of hours allowed for driving. Vehicles failing in major categories of the checklist will be placed out of service.

Nearly 3,000 violations were found during the state's targeted crackdown. Both the DMV and the State Police issued an

estimated 300 infractions, which carry the potential of about \$75,000 in fines. More than 500 comprehensive inspections were done in addition to other checks on the big rigs.

Nearly 150 vehicles were put out of service for violations of state and federal laws. Some of the problems officials found included faulty brakes, cracked frames, securing of cargo, lighting, suspension systems and tires.

The DMV and State Police took a total of 84 drivers out of service as well. These violations are a critical area of safety. The majority of offenses included no log book, the log book was not current or it was falsified, operating in violation of the limit on hours allowed, driving without a license or a proper license for the kind of vehicle being operated.

Tip-A-Cop Brings Donations, Not Handcuffs

By Ann Marie Raymond

Tip-A-Cop may be the only time someone can give money to law enforcement officials and receive a thank-you rather than a reading of their rights and hear the clasp of handcuffs.

Tip-A-Cop places local politicians and law enforcement officials in a friendly competition for tips at a local restaurant to benefit the Special Olympics. On May 26 some DMV officials joined in the fun to benefit the Special Olympics.

Gathering at Coach's Sports Bar & Grill in downtown Hartford, each volunteering official was paired with a waitress who would take the orders, and help the volunteers with delivery. After the customers were done with their meals, they were given a donation envelope in order to maintain anonymity.

Competing in the event for the DMV were Commissioner Ralph Carpenter and Deputy Commissioners Anthony Portanova and William Ramirez. For some, the event was a way to donate to a worthy cause. To others, the event



was also a way of showing support for DMV.

One of many DMV employees who attended the event, Del Cornell, of the Commercial Vehicle Safety Division said he went to Coach's to support the DMV team in the competition.

It was the first time that the DMV participated in the event. Portanova said he jumped at the opportunity to volunteer. He feels that the DMV employees truly "stepped to the plate" for the cause.

"I felt honored to be asked to participate," the Deputy Commissioner said.

"And the response by the DMV personnel was tremendous."

The Commissioner pointed out that helping organizations, such as the Special Olympics, shows the DMV's interest in going the extra mile to assist those in need. The event raised a grand total of \$3,124 for the Special Olympics Connecticut.

An Inside Look at Handling Increasing Demands on IST

By Nick Demetriades
Director of Information
Systems Technology



The Department of Motor Vehicles, Information Technology (IST) Division administers and maintains 52 computer systems and subsystems that support the agency's core business processes. Forty-seven of these computer systems are mainframe based and the majority of these mainframe systems were developed in the late 1970's and early 1980's, further modified in the late 1980's and early/mid 1990's, and basically maintained in their current format to this day. There have been many demands placed on these systems to perform more involved and intricate processing as the years have passed and the IST Division has been performing these modifications, as best as possible, within the limitations of the programming software. The problem is that these older systems and programs were not designed to handle the current business needs. These systems were built to function independently of other systems and do not share data very well with each other. They have difficulty accomplishing the newer agency initiatives and strategies. During the Y2K project, we introduced more modern and more adaptable server-based systems.

To better understand and respond the agency's need for more sophisticated systems and processing, the Enterprise Technical Architecture Design (ETAD) project was initiated by DMV to provide a comprehensive plan. The scope of the project is to conduct an analysis/modeling of all DMV core business processes, analysis/cross-referencing of DMV/IST systems supporting those processes, and analysis of proposed DMV systems based on certain kinds of specifications. Finally, it will provide DMV with information for the development of more integrated databases. There is an immediate need for the type of information the ETAD project has and will produce. Specifically, these are the Real-Time Online Registration System (RTOL), Re-Rod (Re-engineering of Regulation of Drivers) and the DMV Agencywide Database Management System.

In addition, our current desktop environment is a mix and match of various types of personal computers and software. They consist older model PCs, some of which contain an operating system and software that is no longer supported. The issues of non-compatibility and lack of adequate storage, (hard drive capacity, storage and memory) severely impact our ability for growth. It restricts our ability to expand and limits our capabilities to introduce new software and software solutions for future development efforts. We are constantly working towards upgrading our existing desktop and software environment to provide a standard work and development platform for DMV staff. This would position us for future growth and increase our capabilities for expansion and system development. This

upgrade would allow us to keep some of our current software and enhance inter-operability between our staff.

We must become more aware of the mid-range and desktop environments. They will continue to provide low cost business solutions to our agency's business needs. The desktop solution can become an innovative tool to address small scale business solutions for our agency. The mid-range systems offer a wide range of tools and the flexibility to interact with the ability to have more control of their systems, including the generation of reports, statistics and simple maintenance issues.

The creation and use of a relational database and customer account number will be an integral part of any IT solution. The current environment of split files with redundant information has created a roadblock to any key technological advancement within IST. We all know, first hand, the difficulties and frustration in trying to tie together information from our big three files: registration, title and license. These file structures represent architecture of the past and do not have the flexibility required for future developmental growth for the agency. They are restrictive and cumbersome, providing no advantage to our business systems development. We have the information and can acquire the tools for the establishment of an agencywide relational database with a customer account number strategy. This would provide our agency with the fundamental ability to tie our information together. Savings would be

We must all work together to formulate a strategy for positioning the DMV to take advantage of the various technologies available - Nick Demetriades

achieved by reducing redundancy. That would mean one address file, one name file, a common client id, etc. that would allow access to information currently found within the framework of our compartmentalized data structures. We would be able to cross hardware platforms from mainframe to mid-range to personal computers as it relates to access and use of data. This would provides us with the flexibility to create business information solutions on the platform that best suits our needs.

We must all work together to formulate a strategy for positioning the DMV to take advantage of the various technologies available. We must have the confidence in our abilities to advance technology throughout this agency. We must foster innovation and creativity to position not only IST but our entire agency to become a more responsive, energetic and customer-service organization that will provide the best possible solution for any agency business need.

The DMV Roadsters

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fundraisers included a bake sale, a raffle and a dress down day, which 60 employees participated in, to sponsor the DMV Roadsters. The agency's Employee Recognition Committee also supported the event with a monetary contribution.

"DMV employees have always been very caring and generous employees," said Maureen Doyle of the Legal Services Division who helped coordinate the support.

A special recognition also goes out to others on the DMV Roadsters support team including Sandra Tansley of the Legal Services Division, Cindy George of Human Resources, Mary Lynch and Regina Gianni of Branch Operations, Judy Long of the Document Integrity Unit, Lynch, and Michele Walden of the Medical Qualifications Unit, who assisted with fundraisers or donated their personal time to help out at the event.

"I think it's wonderful to support my co-workers and help keep moral up in the DMV," George said. "This function was definitely a morale booster and at the same time we raised a substantial amount of money in a very short time for a very good cause."

This is the DMV's first year participating in this annual event, but it won't be its last.

The team learned how to better organize for the race and plan to practice so the DMV Roadsters can improve for next year.

"Hopefully we can get more than one team from the DMV to compete and maybe put out a challenge to other state agencies," Doyle said. "Our goals for next year are to raise more money for this worthy cause and improve our team placing."

Heart Walk

Continued from Page 1

planning meeting for this event.

"The event sounds great and we're all looking forward to planning this walk and getting our DMV colleagues involved," said Piscottano after the kick-off planning meeting.

The Greater Hartford Heart Walk, benefiting the American Heart Association and sponsored by the DMV and other local businesses, offers a three-mile trek for charity starting at Riverfront Plaza in Hartford. Registration is at the Riverfront at 8:30 a.m., with the walk beginning at 10 a.m.

While all the details are not hammered out yet, the walk will involve some type of competition among participants and will offer prizes.

The goal for individual walkers is to earn around \$259 each in pledges for the American Heart Association. The money is used to help combat heart disease and stroke. According to the statistics given by the American Heart Association, cardiovascular disease is the number one leading killer of Americans each year, claiming more than 2.4 million people annually. Strokes affect more than 700,000 Americans yearly, also making it one of the top killers.

Because of the positive effect that exercise can have on these numbers, American Heart Association Regional Director Jamie Rogalski feels that the main idea of the walk is to "get people out walking, having fun and raising awareness and money to help in the fight against cardiovascular disease and stroke."

More information on these statistics, as well as informational links, fun quizzes and even heart-healthy recipes can be found on the American Heart Association's website at www.americanheart.com.

Paula Hollis Helps Customers and Staff in Many Ways

Continued from Page 1

branch offices, Hollis is frequently working on special projects. She recently finished a project that involved looking up information for nearly 500 licenses on the image retrieval system.

"Paula is always willing to help out when she is needed for special projects on top of performing her regular duties," Ciotto said.

She does not leave the office until she has completed all of her tasks for the day, Ciotto said. There are many nights she stays late.

"Some of the inquiries I get are more complex than they seem to be," Hollis said.

The phone center is not the only division in the agency that handles customers' calls. On top of all of her projects, Hollis is constantly answering routine calls or directing customers to the appropriate DMV resource.



Paula Hollis is on the frontline for customers and staff in Branch Operations' Waterbury Office.

"When the phone keeps ringing, it's hard to get everything done, at the same time, I kind of like the idea of always being busy," Hollis said. "A call can last between 25 seconds to 25 minutes."

"I've heard Paula patiently answer the same questions over and over again until the customer was satisfied," Ciotto said.

When Hollis is not busy working at the Rowland Government Center, she enjoys going to the movies, reading a good mystery novel or spending time with her nieces and nephews.

Hollis plans to continue her career with the DMV.

"I like where I am at," Hollis said. "I am a behind-the-scenes person. I don't like being in the spotlight," she added.

"She is truly a dedicated employee," Ciotto said.

From the Desk of the Commissioner

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I would also like to give you a quick update on our licensing integrity process. We have awarded two contract extensions, together totaling nearly \$2 million. One will permit a digital facial analysis of people seeking or renewing drivers' licenses. The other will allow the DMV to verify the authenticity of certain documents used to obtain a driver's license.

The contracts are with Viisage, our current vendor for creating the license and identity card documents. When the new system is fully developed, an applicant's digital photograph will be compared with all photos in the DMV database to determine if the same face appears on other licenses or identification cards with different names. In addition, new technology will also enhance the DMV's ability to confirm the authenticity of documents such as passports, other states' driver licenses and federal employment authorization cards that are submitted to prove an applicant's identity. Each DMV office that issues licenses will have at least one proofing station.

And, news about the good works of our employees

continues to come into my office. Patricia McMichael of the Norwalk Branch Office was praised for helping a customer with a complicated registration problem. Diane Frank of the Handicapped Driver Training Unit eased the confusion and apprehension of a customer who worried that cumbersome bureaucratic processes might delay the evaluation of hand controls for a van. The process, however, took much shorter than the customer expected. "She immediately put me at ease, slowly and carefully explained everything and made this a very pleasant experience," the customer wrote to me. Nancy Dumais and Debbie Lowe of Customer Support Operations earned compliments for the interest they took in a customer's dilemma. Inspector Richard Sabonis of the Branch Operations Division received high marks for helping a customer feel more confident in preparing for earning a commercial driver's license.

There are many others whose work is brought to my attention through comments from both the public and supervisors. Thank you all for your continued hard work on behalf of the DMV.



Update from the Employee Recognition Committee

By Marj Knecht

The Employee Recognition Committee was recently tapped to lend its support to Bob Russo, Waterbury branch manager and Maureen Doyle of the Legal Services Division, creators of the "DMV Roadsters," a motley group including Russo, Deputy Commissioner Tony Portanova and Division Chiefs Peter Rosso and Lee Telke. They all participated in a race-karting event at Lime Rock Park in Lakeville to benefit the Special Olympics.

ERC members Cindy George of Human Resources and Michelle Walden of Medical Review along with Judy Long of the Document Integrity Unit worked tirelessly to publicize this novel fundraising event and to canvass co-workers for financial support through the establishment of Jeans Day at the Rowland State Government Center and the Wethersfield facility.

For a donation of \$5, participants purchased a Special Olympics label to proudly display on their casual attire. This function combined with a bake sale, a raffle, a very sizeable check from the ERC and the generosity of DMV employees who simply wished to contribute to a good cause, raised a total of \$2,624 for the Special Olympics.

Don't forget, the ERC offers single day tickets to both Six Flags and Lake Compounce Amusement Parks at cost.

Be sure to look for news of upcoming ERC-sponsored events in the next issue.

Around The Agency

Haven of Waterbury, a woman's shelter, several times a year for the branch to make donations of food and personal items. The shelter began a new program of taking used cell phones. The phones are capable of dialing 911 only and are distributed for use in an emergency. Any office or division wishing to donate phones can do so by sending them to the Waterbury branch to Druan's attention.

Wethersfield Branch

The public room in Wethersfield is under construction. The employees are working in a temporary location during this time and are really doing a great job. It is great to see their positive attitudes as they anxiously wait to see their new office. There were many people who helped with the move and this would not be going so smoothly without their dedication.

Winsted Branch

Happy belated birthdays to Brenda Wilson, Doreen Brenner and Ed Henderson. Congratulations to Brenner on the purchase of a new camp trailer and a new campsite in Rhode Island. May she have many sunny weekends down there. A family of geese is back around the building with four babies.